

WOODROW WILSON REHABILITATION CENTER POLICIES AND PROCEDURES	
Title: CLIENT PERFORMANCE AND PROGRESS	
Policy Number: 5.10	
Effective Date: 12/1/2000	Page 1 of 2
Lead Department: COUNSELING DIVISION	

OBJECTIVE

To provide every reasonable and appropriate support and accommodation to aid consumers in the pursuit of rehabilitation program objectives and to obligate the consumer to achieve reasonable behavior and performance expectations in the pursuit of such goals.

POLICY

It is the policy of Woodrow Wilson Rehabilitation Center to provide the necessary supports needed by a consumer to achieve program goals. Likewise it is Center policy to expect performance and behavior appropriate to vocational goals and independent living. Consumers may expect reasonable and timely response to needs. Consumers are expected to attend and participate fully in support services and primary service programs. In addition, each consumer is expected to comply with the WWRC Standards of Conduct. These expectations will be made clear in the orientation and program planning process. All service providers making up the Rehabilitation Team will provide the consumer regular and thorough information regarding achievement and any need for change. The information shall be provided in the manner needed for the consumer to make fully informed decisions about their program. In the event of unsatisfactory progress, the consumer will meet with his or her rehabilitation team to determine changes needed and to develop strategies for improvement.

Department of Rehabilitative Services Policy states that "the case can be closed for these reasons unrelated to eligibility (unless otherwise noted, federal policy directive RSA-PD-95-04 instructions for RSA-911 Report issued May 1, 1995:

- a. Individual cannot be located, or individual moved without a forwarding address, or individual left the state and shows no intentions of continuing in vocational rehabilitation.
- b. Individual refused services or decided not to continue in the Vocational Rehabilitation Program. (Examples include, but are not limited to: individuals who decline to accept, participate in, or use vocational rehabilitation services; individuals not wishing their case to be placed in status 04 pre-service listing when DRS is on an order of selection).
- c. Individual did not meet responsibilities as agreed upon by the individual and counselor. (Examples include, but are not limited to: actions or non-actions that convince the counselor it is not possible to begin or continue appropriate rehabilitation services; repeated failures to keep DRS-approved appointments).
- d. Individual institutionalized and unavailable to participate in a Vocational Rehabilitation Program for an indefinite or considerable period of time. Examples include, but are not limited to: hospital, nursing home, prison, jail, or treatment Center.
- e. Individual died.

Consistent with these policy statements, WWRC services can be terminated short of program completion for reasons including, but not limited to:

- Serious incident determination;
- Absence from the Center with no prior notification or subsequent contact for a period of three or more days;
- Self termination, a consumer's decision to discontinue with a program at WWRC; or
- An opinion on the part of a physician that the consumers' medical stability is such that continuation of enrollment will result in potential harm to self or others.

Further, the Rehabilitation Team will meet to consider termination of a consumer's WWRC program if:

- He or she declines to accept or participate in services determined by the team to be critical to the achievement of an employment outcome or maintaining medical and/or psychological stability;
- A pattern of absenteeism in the primary program exceeds 10 percent;
- A pattern of failure to appear for appointments with service providers is displayed;
- A pattern of failure to achieve adequate progress in the planned program, and/or
- Inadequate resources to provide the level, intensity or complexity of services needed to achieve effective progress in the planned program.

In the event of continued unsatisfactory progress or application of effort, the consumer and rehabilitation team will meet to determine the status of the consumer's program. This may include: (1) the addition of further support and accommodations considered likely to improve performance, (2) further evaluation to revise program goals, or, (3) termination of the consumer's program as infeasible under current circumstances. Termination from Center Services may occur immediately upon determination of unfeasibility in which case it is the expectation of the Center that the consumer will vacate the grounds immediately.

In the event of disagreement with the team decision, the consumer may immediately request an administrative review of the team decision from the appropriate program supervisor. The supervisor may: (1) return the decision to the team with recommendations, or (2) uphold the team decision, informing the consumer of the reason for the decision and the time frame within which the termination will take place. In addition, the supervisor will inform the consumer of his or her right to a fair hearing, to occur following discharge from the Center. The consumer will be provided a reminder of the services available from VOPA, the Virginia Office for Protection and Advocacy and the Client Assistance Program.